

# **North Shore Gas Company**

## **Billing and Price Book**

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## **CHARGES FOR SERVICE WORK**

This Billing and Price Book lists prices, if any, for various customer services that a customer may request and that North Shore Gas Company (“North Shore” or “Company”) may, but will have no obligation to, provide to customers, unless required by its Schedule of Rates for Gas Service (“Tariff”).

If North Shore’s Tariff sets rates or prices, describes costs that North Shore may or must recover from customers, describes services that North Shore must provide, or describes services for which North Shore may or may not charge, the Tariff takes priority over anything in this Billing and Price Book that is inconsistent with the Tariff.

### **Warranty Policy**

#### **A. Service Work**

Work performed on a service call has a service warranty for a 30-day period, excluding damage as a result of abuse, intentional damage, customer or third party negligence, vandalism or other criminality, war or terrorism, or as a result of casualty or acts of god including, fire, freezing, flooding or earth movements.

#### **B. Dealer Sales**

North Shore will not provide labor or replacement parts sold by a dealer that are required during any warranty period.

### **Parts Replacement**

Customer requests involving parts replacement on gas appliances other than those listed below or specified elsewhere in this publication will be referred to the manufacturer, distributor or another service agency.

Pricing for parts replacement is shown in the table below.

	<b>Regular Rates (Monday-Friday 7:30 a.m. to 5:30 p.m., except holidays)</b>	<b>Work Performed At All Other Times</b>
Flexible Connector Installation	\$63	\$74
Manual Shut-off Valve Installation	\$65	\$78
Flexible Connector with Shut-off Valve Installation	\$38	\$45
Thermocouple Replacement	\$22	\$26
Discharge Drain Line Installation	\$53	\$57
Cap or Plug Installation	\$10	\$15

## **Investigations – No Charge**

The following investigations will be performed at no charge to the customer.

### **A. Investigation of Distribution Mains and Services**

1. Leaks including the investigations connected with fires, explosions and odor or injury reports.
2. Poor supply.
3. Pressure surveys.

### **B. Investigations on Customer's Premises**

1. Outside Leak and Odor Investigations.
2. Leaks on Company equipment (inside or outside).
3. Leaks in customer piping where a "Warning - Correction Needed" form (or any successor form) is issued and no repair is made.
4. Leak and Poor Supply Investigations - This includes investigations and temporary or permanent repairs to Company facilities. This also includes investigations of fire, explosion, and carbon monoxide and other odors.
5. Leak investigations on a customer's appliance where the appliance is disconnected and a "Warning - Correction Needed" form (or any successor form) is issued.
6. No-Gas Investigations where the cause of no-gas is related to Company equipment or Company operations.
7. Removal of lock and disc and turn meter on, after a leak has been repaired by the customer or a contractor (one call only; if additional calls are required, the customer will be charged for each additional visit according to the table for repairs to customer piping and equipment).
8. High bill investigations involving no appliance adjustments.
9. Replacement parts installed, and associated labor, during North Shore's Service Warranty period (30 days).

### **Repairs to Company Piping and Equipment**

Once the source of the leak is identified, North Shore will make the situation safe by making repairs (if it is on Company piping or equipment) or shutting off the gas to the appliance or premise as applicable. Repairs will be made to Company equipment (e.g., meters, regulators and service pipe) at no cost to the customer, except as provided in the Tariff (e.g., if the damage to Company equipment is caused by the customer).

### **Repairs to Customer Piping and Equipment**

North Shore may complete repairs to customer-owned piping or equipment at the customer's request according to the table below.

Work done on a time-charge basis includes:

1. Leaks on customer equipment.
2. Leaks in customer piping.
3. Carbon monoxide (CO) investigations where a gas/air adjustment is made and the appliance

is left functioning.

4. No-Gas Investigations where:

- the cause is related to customer piping, equipment or controls, or
- the meter was shut off for unknown reasons (*i.e.*, non-Company related activity) and where gas appliances are lit.

<b>Time for Repairs</b>	<b>Regular Rates (Monday-Friday 7:30 a.m. to 5:30 p.m., except holidays)</b>	<b>Work Performed At All Other Times</b>
First 30 Minutes	\$29.00	\$43.00
Each Additional 30 Minutes or increment	\$29.00	\$43.00

**Adjustments to Customer Appliances**

When a customer requests a service call for an appliance to be lit or adjusted, the customer will be charged based on the rates in the table shown below.

Work done on a time charge basis includes:

1. All appliance adjustments.
2. Lighting of any appliance including adjusting pilot. (Note that the Tariff specifies charges for appliance relighting in the context of service activation or reconnection.)
3. Thermostat adjustment.
4. Adjusting Central Heating Plant. (Not over 600,000 BTU/Hr. and No Input Limitation up to 3 Flats Inclusive.)
5. Work for commercial customers where domestic, hotel or restaurant appliances are adjusted.
6. Dryer adjustment.
7. Gas grill adjustment.
8. Lighting, cleaning, or adjusting any number of appliances or pilots due to flooded conditions.
9. Wall furnaces, space heaters, free standing space heaters and suspended unit heaters adjustment.
10. Water heater adjustment.
11. Inspection of appliance or piping requested by a customer after a form #716 (or any successor form) has been left.
12. Gas lamp adjustment or lighting.
13. Customer-requested inspection of a gas fireplace that is not related to a leak, carbon monoxide or poor supply investigation.
14. Calls to verify the work of home inspectors.

<b>Time for Adjustments</b>	<b>Regular Rates (Monday-Friday 7:30 a.m. to 5:30 p.m., except holidays)</b>	<b>Work Performed At All Other Times</b>
First 30 Minutes	\$29.00	\$43.00
Each Additional 30 Minutes or increment	\$29.00	\$43.00

**Service Pipe Disconnects, New Service Installations and Reconnects**

When an existing customer, applicant for service, or developer requests that a service pipe be relocated or modified for a building teardown or customer convenience they will be assessed the following minimum charges for the service cut off and service pipe removal, and subsequent new service pipe reconnection.

<b>For Customer Convenience</b>	<b>Charges</b>
Service Pipe cutoff at main & abandon	\$750.00

Rider 5 of North Shore’s Tariff fully covers the circumstances under which the Company may charge for work related to service pipe. If there is a difference between the Tariff and the Billing and Price Book, the Tariff governs. If there was no gas service at the premises during the 24 months preceding the service pipe reconnect request, or the service does not meet the minimum load requirements, the reconnect fee may be waived. All new gas service applications involving piping footage in excess of the defined free limit will be assessed additional costs as outlined under jobbing contracts.

**Unauthorized Meter or Company Equipment Relocation**

North Shore does not authorize the moving of its meters or other equipment by anyone other than a qualified Company employee or Company contractor. North Shore is authorized to recover, from the customer or other person causing the cost incurrence, its costs incurred to relocate Company meter and other Company equipment.

**Damage to Company Facilities**

North Shore is authorized to recover, from the customer or person causing the damage, its costs incurred in repairing or replacing damaged Company facilities including in the cases where development or redevelopment of a premise previously served by North Shore.

**Replacement of pilfer-proof locks, valves and pilfer-proof bars with integral valve:**

The following is the minimum charge for restoring service when it is determined that the customer or other person removed the lock or damaged the valve. Any costs above the minimum charge, incurred by North Shore in replacing damaged Company facilities, will be billed to the customer or person causing the damage.

	<b>Regular Rates (Monday-Friday 7:30 a.m. to 5:30 p.m., except holidays)</b>	<b>Work Performed At All Other Times</b>
<b>Minimum Charge for Replacement of Damaged Parts</b>	\$250.00	\$250.00

**Pricing**

North Shore will charge customers or builders/developers at cost for road crossings not sleeved by the builder/developer.

**MAIN DEPOSITS**

**Determining Deposit Amounts and Procedures for Refunding Deposits**

When customers request that new gas facilities be installed in a location where no gas main exists, North Shore will require a Main Deposit.

North Shore will calculate a Main Deposit and determine future refunds based on three factors: 1) the free allowance of new main; 2) the estimated revenue, and 3) North Shore's estimated installation cost.

1. Free allowance: The Illinois Commerce Commission's rules (83 Illinois Administrative Code Part 500 or Part 501 as applicable) and Rider 4 of the Tariff describe the free allowance.
2. Estimated revenue: The service charge revenue expected to be generated from the customer's or group of customers' specified gas-burning appliances calculated for a four-year period.
3. Company's estimated installation cost: The estimated cost of installing the new gas main, including labor, material, restoration, overhead and contingencies.

North Shore will provide a free estimate of the cost of the requested main extension along the expected route as designated by the Company. North Shore will also provide a free estimate of the cost of an alternative route if requested by the customer and if the Company does not expect the cost of the alternative route to exceed the cost of the expected route by 50 percent.

All or part of the Main Deposit(s) may, when the meter is set or when other customer(s) attach to the facilities, be refunded to the customer or group of customers under the Illinois Commerce Commission's rules and Rider 4 of the Tariff. A prospective customer requesting only a service from a main on which North Shore is holding deposits, is not required to pay any Main Deposit. However, a refund is due any existing customer(s) who paid a Main Deposit.